

Clarification on Dentists

A question was raised during the provider conference call on October 3, 2012 about whether dentists count as a “provider” under the *Patient Experience Matters* initiative. We consulted our CAHPS consultant and have determined:

- Dentists should not be counted as a provider for purposes of determining practice site samples
- Patients seen by dentists who are also patients of other providers within the practice site are part of the sample.
- There is a separate CAHPS survey for dentists.

Findings of the Maine survey initiative are intended to assess performance of an entire practice site, not individual providers. To the extent that dentists contribute to a primary care office environment (such as within a federally qualified health center), findings will be a useful gauge for all providers, including dentists, who serve within that practice site.

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